CONFERENCE PROGRAM

Virtual Aging Network Conference

August 25-26, 2020

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2020 Virtual FCOA Conference

TUESDAY, August 25

8:00 AM — 4:30 PM  Exhibit Hall Open .................................................................................................. Exhibit Hall
8:00 AM — 8:55 AM  Networking and Explore ............................................................................ Lobby
9:00 AM — 10:00 AM  Opening Plenary and Keynote ............................................................. Claude Pepper Room

10:00 AM — 10:15 AM  Break

10:15 AM — 11:00 AM  Concurrent Workshops
  Stories of Hope & Grace from the Front Lines of COVID-19 in NYC ................................. Claude Pepper Room
  Pursuing Race Equity in Age-Friendly Communities ...................................................... Carter Osterbind Room
  How Adult Day Services Play a Role in Seniors’ Health & Safety .......................... Margaret Jacks Room
  Leading for Older Adult Volunteer Success ........................................................... Sister Margaret Freeman Room
  Navigating VA Benefits & Services for Aging Veterans & Survivors ..................... Harold Riker Room
  Wellness for the Modern Senior .......................................................................... Bob Graham Room

11:00 AM — 11:15 AM  Break

11:15 AM — 12:00 PM  Concurrent Workshops
  Honing in on Housing Options for Age-Friendly Communities ............................. Claude Pepper Room
  Elder Law Risk Detector ........................................................................................ Margaret Jacks Room
  Turning Reaction Into Action—A Senior Center Survival Guide to
    Crisis Operations ...................................................................................... Sister Margaret Freeman Room
  Optimizing Medicaid for Health & Wellness: Real Life Success Stories ............ Harold Riker Room
  How Music and Technology are Elevating Cognitive Care .................................. Bob Graham Room

12:00 PM — 1:00 PM  Break

1:00 PM — 2:00 PM  Concurrent Workshops
  Sepsis in the Older Adult ...................................................................................... Claude Pepper Room
  Combating Social Isolation with Virtual Coaching and Counseling ................. Carter Osterbind Room
  Identifying Grief and Loss for Hospice Staff ....................................................... Margaret Jacks Room
  Leaving a Legacy...Perfect End of Life Planning ................................................. Sister Margaret Freeman Room
  The Hardest Journey—Helping Families Through Grief .................................. Harold Riker Room
  Evaluating Risk Associated with Patient-level Social Determinants of Health ...... Bob Graham Room

2:00 PM — 2:15 PM  Break

2:15 PM — 2:30 PM  FPL Quality Senior Living Awards Presentation ................................. Claude Pepper Room

2:30 PM — 3:15 PM  Concurrent Workshops
  LGBTQ: Cultural Competency and Sensitivity with Diverse Older Adults .......... Claude Pepper Room
  Value-Based Care in Long-Term Services & Supports .................................. Carter Osterbind Room
  Inspiring the Workforce: Aging Services as a Multi-generational Workplace .... Margaret Jacks Room
  How to become a Florida Senior Athlete and Live Life to the Fullest .......... Sister Margaret Freeman Room
  Farm to Table to Intergenerational-generational Connections ............................. Bob Graham Room

3:15 PM — 3:30 PM  Break

3:30 PM — 4:30 PM  Concurrent Workshops
  Formal and Informal Caregiver Research Across the Continuum ....................... Claude Pepper Room
  Comfort Connections: Supportive Programming to Enhance End of Life Care .... Carter Osterbind Room
  Veterans—Challenges with Care and How We Can Help ...................................... Margaret Jacks Room
  Florida Guardianships: What You Need to Know ................................................ Sister Margaret Freeman Room
  Neurocognitive Disorders ................................................................................ Harold Riker Room
  Increase Awareness on Reporting Abuse, Neglect, Exploitation or Self Neglect .... Bob Graham Room
2020 Virtual FCOA Conference

WEDNESDAY, August 26

8:00 AM — 4:45 PM Exhibit Hall Open

8:00 AM — 8:55 AM Networking and Explore ......................................................... Lobby

9:00 AM — 10:00 AM Plenary and Keynote ......................................................... Claude Pepper Room

10:00 AM — 10:15 AM Break

10:15 AM — 11:00 AM Concurrent Workshops

Intergenerational Insights to Advance Services to Older Adults ......................... Claude Pepper Room
Paving the Path to Human Care Through COVID-19 and Beyond ........................ Carter Osterbind Room
The Secret Sauce of PACE! Learn About This Unique Model of Care ................ Margaret Jacks Room
Zooming into Action! Senior Center Virtual Programming .......................... Sister Margaret Freeman Room
Set the Stage to Successfully Engage Seniors: Turn Audiences into Advocates .. Harold Riker Room
Age-Tech: Delivering Home Care in the Next Decade .................................. Bob Graham Room

11:00 AM — 11:15 AM Break

11:15 AM — 12:00 PM Concurrent Workshops

Collective Impact: Community Collaborations Across the Aging Network that Advance the Health of Older Adults ................................................................. Carter Osterbind Room
Seniors and Exercise ......................................................................................... Margaret Jacks Room
Senior Center Innovation in the Face of Crisis ........................................ Sister Margaret Freeman Room
Broward County’s Dismantling Racism Initiative ............................................ Harold Riker Room
How to Take the Social Work Model to New Heights with High Tech .............. Bob Graham Room

12:00 PM — 1:00 PM Break

1:00 PM — 1:45 PM Concurrent Workshops

Combatting Social Isolation and Staying Connected ........................................ Claude Pepper Room
Connected Health: Voice Technology in Remote Patient Monitoring ............ Margaret Jacks Room
Programming Trends—What’s Working? What’s Changing? .................... Sister Margaret Freeman Room
Assessing and Planning for the Impact of COVID on the State Budget and the 2021 Legislative Session ................................................................. Harold Riker Room
Adaptation, Outreach and Collaboration Opportunities Under COVID-19 .......... Bob Graham Room

1:45 PM — 2:00 PM Break

2:00 PM — 2:15 PM Humana/FASP Awards ......................................................... Claude Pepper Room

2:15 PM — 3:00 PM Concurrent Workshops

Restaurant Initiative—How to Create a Win-Win for a Community ................ Carter Osterbind Room
EVV—Ready, Set, Go! Part II .............................................................................. Margaret Jacks Room
Guardianship, What Is it; How and When It Can Be Avoided ........................ Bob Graham Room

3:00 PM — 3:15 PM Break

3:15 PM — 4:00 PM Concurrent Workshops

3 Keys to Thriving After 65—An Interactive Drumming Experience! ........ Carter Osterbind Room
How to Avoid Investment Fraud & Protect Against COVID-19 Scams .......... Margaret Jacks Room
Innovative Mobility Resources: Florida Find a Ride ................................. Sister Margaret Freeman Room
Medication Therapy Management a Medicare Part D Service ...................... Harold Riker Room
What Happened? A Recap of the 2020 Florida Legislative Session .............. Bob Graham Room

4:15 PM — 4:30 PM Closing Plenary Session ......................................................... Claude Pepper Room
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Thank you Exhibitors!

The Florida Council on Aging is pleased to share that the Exhibit Hall will be open beginning on Tuesday, August 25—Wednesday, September 30th. Representatives will be available to answer questions any time while our conference is “LIVE” on August 25-26. After that time, you can connect with them by email or social media. Visit the Exhibit Hall to see, and learn, more!

AARP Florida
Aging Life Care Association, Florida
Assisting Hands
Best Buy Health
Brain Fitness Academy, Inc.
CaptionCall
Change Enthusiasm Global LLC / Cassandra Worthy
Chapters Health System
Disability Rights Florida
FAAST, Inc
Florida Blue Medicare
Florida Community Care
Florida PACE Providers Association
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GA Foods/SunMeadow
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Gulfside Healthcare Services
Humana
Independent Living Systems
LSF Health Systems
Metz Culinary Management
Mom's Meals
My Personal Response
MySeniorCenter
Physician Partners of America
Safe Mobility for Life
Sprint CapTel
Sunshine Health
Trio Community Meals
U.S. Securities and Exchange Commission
United HomeCare
UnitedHealthcare Community Plan
VITAS Healthcare
WellMed
WellSky
FCOA, in partnership with Florida Hospice and Palliative Care Association will be offering up to 10 CEs for qualified sessions. CLICK HERE to complete your application. CEs are available for the following clinical licenses: FL Board of Nursing; Florida Board of Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling; Florida Board of Nursing - Certified Nursing Assistants; and Florida Board of Nursing Home Administrators.

**Workshop Tracks**

**Senior Center Track**
- Leading for Older Adult Volunteer Success
- Turning Reaction Into Action - A Senior Center Survival Guide to Crisis Operations
- Zooming into Action! Senior Center Virtual Programming
- Set the Stage to Successfully Engage Seniors: Turn Audiences into Advocates
- Senior Center Innovation in the Face of Crisis
- Programming Trends - What's Working? What's Changing?

**Technology & Innovation Track**
- How Music and Technology are Elevating Cognitive Care
- Age-Tech: Delivering Home Care in the Next Decade
- Innovative Mobility Resources: Florida Find A Ride
- EVV – Ready, Set, Go! Part II
- Connected Health: Voice Technology in Remote Patient Monitoring
- How to Take the Social Work Model to New Heights with High Tech

**Health & Wellness Track**
- How to Become a Florida Senior Athlete and Live Life to the Fullest
- Optimizing Medicaid for Health & Wellness: Real Life Success Stories
- Wellness for the Modern Senior
- Seniors and Exercise

**Care Management Track**
- LGBTQ: Cultural Competency and Sensitivity with Diverse Older Adults
- Formal and Informal Caregiver Research Across the Continuum
- Elder Law Risk Detector
- Evaluating Risk Associated with Patient-level Social Determinants of Health
- Florida Guardianships: What You Need To Know
- Increase Awareness on Reporting Abuse/Neglect/Exploitation or Self Neglect
- Guardianship, What Is It; How and When It Can Be Avoided

**End of Life & Palliative Care Track**
- Comfort Connections: Supportive Programming to Enhance End of Life Care
- Veterans - Challenges With Care and How We Can Help
- The Hardest Journey—Helping Families Through Grief
- Leaving a Legacy….Perfect End of Life Planning

**Livable Communities Track**
- Pursuing Race Equity in Age-Friendly Communities
- Honing in on Housing Options for Age-Friendly Communities
- Intergenerational Insights to Advance Service to Older Adults
- Collective Impact: Community Collaborations Across the Aging Network that Advance the Health of Older Adults
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Tuesday, August 25

9:00 AM - 10:00 AM  Conference Opening Plenary Session

Florida Department of Elder Affairs Secretary Richard Prudom will kick off the session with a welcome address and highlight some of the work the Department and Network has been doing to support older Floridians during the COVID pandemic.

Our keynote speaker for this session will be Marc Middleton, Founder of Growing Bolder. Marc will share the importance of changing our mindset from focusing on loss and limitation to passion and possibility, especially during the pandemic. He’ll reveal the bright spots in this time of struggle and concern and how our shared experience can not only lead to transformation in our own lives and those we serve but also in the overall culture of care.

Welcome: Christine Cauffield, PhD, CEO, LSF Health Systems, FCOA President
Presentation: Richard Prudom, Secretary, Florida Department of Elder Affairs
Introduction of Keynote: Kevin Kenney, Vice President, Florida Blue Medicare
Keynote: Marc Middleton, Founder & CEO, Growing Bolder

10:00 AM - 10:15 AM  Break

10:15 AM - 11:00 AM  Concurrent Workshops

Navigating VA Benefits & Services for Aging Veterans & Survivors
Harold Riker Room
Navigating the long-term care benefit enrollment process for aging veterans, and their survivors, will be discussed during this presentation. An overview of claims applications and follow up processes will also be explored with attendees. Additional topic areas covered will be the emergency crisis network for veterans in dire need of assistance; boots on the ground veterans locator system; and the Military & Veterans Assistance Program.
PRESENTER: Lew Wilson, President, Florida Veterans Foundation, Tallahassee, FL

How Adult Day Services Play a Role in Seniors’ Health & Safety
Margaret Jacks Room
This presentation will provide knowledge to the audience on how day services assist and support the elderly to age independently in the community. The audience will gain education on best practices and the key elements that can assist the aging adults, including an innovative approach to healthcare. Day services include recreational activities, socialization, appointment set ups, transportation, meals, and at home care to mention some key services. This presentation aims to educate the healthcare and local community to enhance the aging quality of life while embracing a proactive practice.
PRESENTERS: Stephanie De La Piedra, Senior Intake Specialist, FL PACE Centers, Miami, FL and Dennise Ochoa, FL PACE Centers, Miramar, FL
Leading for Older Adult Volunteer Success
*Sister Margaret Freeman Room*
This workshop will highlight the benefits of older adult volunteerism, outline servant leadership qualities and offer real-world examples and success stories from Pasco County programs involving Master Gardener, Senior Center and other county program volunteers, which can be replicated within your community. Seniors benefit from volunteer engagement by having an outlet for their knowledge and expertise as well as opportunities to stay mobile and active. The community, and organizations that offer volunteer programs for seniors, benefit from the wisdom and know-how older adults can provide as well as the thousands of volunteer hours spent mobilizing the community and strengthening the organizations for which they volunteer. Effective older adult volunteer programs not only address a need within the community, they also serve as an inspiration for other organizations to offer similar programs. Successful volunteer programs require a strong level of servant leadership to recruit, train, and retain highly active volunteers.

**PRESENTERS:** Cathy Pearson, Assistant County Administrator for Public Services, Pasco County BOCC, New Port Richey, FL and Whitney Elmore, PhD, UF/IFAS Pasco Extension Director, University of Florida/Pasco Extension Office, Dade City, FL

Wellness for the Modern Senior
*Bob Graham Room*
Today’s senior is no longer tech-averse. In fact, the opposite is true. Today’s seniors are using technology at an increasing rate. Now is the time to consider modern approaches to promote wellness. Join us to learn how to awaken engagement, create community, and help to decrease loneliness for your Medicare Advantage members.

**PRESENTER:** Ed Buckley, PhD, Chairman and CEO, Peerfit, Tampa, FL

Pursuing Race Equity in Age-Friendly Communities
*Carter Osterbind Room*
The eight domains of livable communities in the AARP/World Health Organization Age Friendly Network all have implications for efforts to achieve racial equity. How can we ensure community efforts to become age-friendly consider historic and systemic race inequities?

**PRESENTERS:** Jeff Johnson, State Director, AARP Florida, St. Petersburg, FL; Tim Dutton, Executive Director, Unite Pinellas, St. Petersburg, FL; Suzanne Pickett, President/CEO, Historic Eastside Coalition, Jacksonville, FL and Kelly Rich, Executive Director, Springfield Preservation and Revitalization Council, Jacksonville, FL

Stories of Hope & Grace from the Front Lines of COVID-19 in NYC
*Claude Pepper Room*
What’s it like to be a world leading palliative care expert, and find yourself not just in the midst of COVID-19, but in the ‘COVID Capital of the World’ (thank you New York Magazine cover 041320). Alexandra Drane asks Dr. Diane this question, and together they consider: What can we all learn from New York’s surge and how does that differ for clinicians, patients, family members and caregivers, if at all? What conversations should we be having as families, as neighbors, as HUMANS, right now? How is the mental health of palliative care workers, and all clinicians, on the front line? Where is technology playing a role and how might that differ for urban vs. rural populations? In answering these questions, Dr. Meier shares stories of hope and grace, challenging each of us to better understand what we can and MUST do differently, starting now.

**PRESENTERS:** Diane E. Meier, MD, CEO, Center to Advance Palliative Care, Co-Director of the Patty and Jay Baker National Palliative Care Center, New York, NY and Alexandra Drane, Co-Founder and CEO Rebel Health/ARCHANGELS, Boston, MA

11:00 AM - 11:15 AM  Break
11:15 AM - 12:00 PM  Concurrent Workshops

**How Music and Technology Are Elevating Cognitive Care**
*Bob Graham Room*
Certified music therapist Andy Tubman will take the audience on a musical journey that will reveal the science and business behind active music making and how it can help providers meet the needs of a wide variety of residents, including those with dementia, Parkinson’s disease, and low vision. Learn how music and technology can elevate purposeful programming in your community while providing better outcomes for residents, marketing opportunities, brand differentiation, and resident and family satisfaction.

**PRESENTER:** Andrew Tubman, Co-Founder & Chief Clinical Officer, Musical Health Technologies, Los Angeles, CA

**Optimizing Medicaid for Health & Wellness: Real Life Success Stories**
*Harold Riker Room*
Strategies for improving health and wellness for our most vulnerable populations will be discussed. This presentation features case studies focused on optimizing Medicare and Medicaid for the aged and disabled. Learn how government programs can reduce medication, healthcare, and long-term care costs to improve quality of life.

**PRESENTERS:** Nick Barton, Executive Director, AGED, Inc., Longwood, FL and Sharon Reich, AGED, Inc., Longwood, FL

**Elder Law Risk Detector**
*Margaret Jacks Room*
Florida’s Elder Law Risk Detector App is a web-based, FREE program of the Florida Department of Elder Affairs that service providers can use to screen seniors for potential civil legal issues. Referrals are sent directly to the senior’s local legal aid program after the assessment is complete. The program will then contact the senior directly to offer help.

**PRESENTER:** Sarah Halsell, Esq., State Legal Services Developer, Florida Department of Elder Affairs, Tallahassee, FL

**Turning Reaction Into Action - A Senior Center Survival Guide to Crisis Operations**
*Sister Margaret Freeman Room*
Presenters will share best practices and lessons learned responding to the COVID-19 Pandemic. Areas that will be highlighted include: handling the crisis; ensuring all seniors were fed; and maintaining communication with clients while observing social distancing requirements.

**PRESENTERS:** Carolyn Johnson, Pasco County Senior Services, Dade City, FL and Davia Turauckas, Pasco County Senior Services, Port Richey, FL
Honing in on Housing Options for Age-Friendly Communities  
**Claude Pepper Room**

Most older adults want to age in place. Doing so is possible if homes are properly designed or modified - and if a community includes affordable housing options for varying life stages. Learn about innovative ideas that are taking place in Age-Friendly Communities around the state.

**PRESENTERS:** Isabel Rovira, Co-Founder and COO, Urban Health Partnerships, Lead of Miami-Dade Age-Friendly Initiative, Miami, FL; Erin McLeod, President & Chief Executive Officer, Senior Friendship Centers, Inc., Sarasota, FL; Jaimie Ross, President & CEO, Florida Housing Coalition, Tallahassee, FL and Ann-Marie Flannery, Associate State Director for Community Outreach, AARP Florida, St. Petersburg, FL

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**12:00 PM - 1:00 PM**  
**Break**

**1:00 PM - 2:00 PM**  
**Concurrent Workshops**

**The Hardest Journey - Helping Families Through Grief**  
**Harold Riker Room**

When someone we love dies, our world is forever changed. Grief brings a wide range of feelings from sadness to anger and even relief. How an individual reacts depends on many things including their relationship to the deceased, their beliefs and backgrounds, and many other factors. Learn current grief models, how grief affects us, and how to help others who journey down this reluctant path.  
**PRESENTER:** Ashley Hertzog, LMHC and Bereavement Specialist, Chapters Health System, Temple Terrace, FL

**Identifying Grief and Loss for Hospice Staff**  
**Margaret Jacks Room**

In our work with the aging population, we will encounter people who are grieving. We will also grieve our personal and professional losses. How we handle these aspects of our work will have a lasting impact on our personal wellbeing and the people we serve. Intended for a professional audience, this workshop provides grief education from a clinical perspective, offers suggestions on how to help others who are grieving and explores ways managing the grief exposure that is inherent in a health care setting or when working with the aging population.  
**PRESENTER:** Laura Morgan, LMFT, Grief Counselor, Treasure Coast Hospice, Stuart, FL

**Combating Social Isolation with Virtual Coaching and Counseling**  
**Carter Osterbind Room**

The COVID-19 outbreak requires us to change our daily habits, stay indoors unless absolutely necessary, and—if we have to go outside—maintain significant physical distance from other people. These restrictions may exacerbate an already growing problem for older adults: social isolation. Social isolation can (but does not have to) lead to loneliness, suicide, and prescription overuse. Studies have also shown that both isolation and loneliness can put older adults at higher risk for heart disease, dementia, mental health issues, and stroke. Many initiatives are in progress to support seniors, the most vulnerable members of our community and support them with one on one mental health coaching, virtual support groups, pet therapy, and tools to overcome anxiety, depression, isolation, and loneliness.  
**PRESENTERS:** Karla Radka, President & CEO, Senior Resource Alliance, Orlando, FL and Dale Price, LCSW, EMDR, Chief Clinical Officer, Share the Care, Orlando, FL
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Provided by the Department of Elder Affairs

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Department of Elder Affairs
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Leaving a Legacy...Perfect End of Life Planning  
**Sister Margaret Freeman Room**  
Everybody leaves a Legacy, it is inevitable. How do we who work with aging populations help to embrace, capture and encourage individuals to complete Legacy projects? Through the use of Legacy projects, we can also open the door to the early importance and acceptance of end of life planning. As a culture, we plan openly for birth but we shun end of life planning and care. Upon completion of this session, you will walk away wanting to complete a Legacy project and feeling more confident in discussing end of life planning.  
**PRESENTER:** Melody Stried, MSW, LCSW, Executive Director, LifePath Hospice/ Chapters Health, Tampa, FL

Evaluating Risk Associated with Patient-level Social Determinants of Health  
**Bob Graham Room**  
This session will review the scope of health and other risks associated with social determinants of health through a 5-factor framework: safety, ADL/IADL function, medical condition management, family caregiver evaluation and quality of life factors (being, belonging, becoming). Attendees will leave understanding this framework and with ideas on how to better assess associated risk with their clients and patients.  
**PRESENTER:** Michael Hughes, Principle, Mitchell-Lowey, LLC, Silver Spring, MD

Sepsis in the Older Adult  
**Claude Pepper Room**  
Sepsis is the body’s life-threatening response to infection that can lead to tissue damage, organ failure, and death. Up to 50% of those who survive will have post-sepsis syndrome. This presentation will discuss the decline of the post-septic patient and what makes a post-septic patient eligible for hospice.  
**PRESENTER:** Deborah Chambless, ARNP, VITAS Healthcare, Maitland, FL

2:00 PM - 2:15 PM  Break

2:15 PM - 2:30 PM  Quality Senior Living Awards

Join the Florida Council on Aging as we recognize the winners of the Florida Power & Light Quality Senior Living Award recipients of the following awards:

**Service to Seniors by an Organization Award:** The nominee must be a business, private or public organization that does not have service to older adults in Florida as its primary focus.

**Senior Vision Media Award:** The nominee must be an individual or organization that has created a media product promoting a positive image of aging.

**Public Service Award:** The nominee can be a volunteer of any age in Florida, in which the area of service can include: seniors in service to seniors, youth in service to seniors or seniors in service to youth.

**Presentation of the 2020 Quality Senior Living Awards:**  
Dave Lynn, *Special Consumer Services Manager, Florida Power & Light*

**Session Sponsored by:**
Public Service Award
Clarence Faucett, Largo
Nominated by: Kristina Jalazo, Gulf Coast Jewish Family & Community Services, Clearwater

Sometimes we are fortunate enough to have the experience of meeting someone extraordinary; a truly selfless person such as Mr. Clarence Faucett. Clarence is 93 years old, a husband, and a father of four adult children. He is, to this day, an avid baseball player with Kids and Kubs. Sadly, Clarence became one of the millions of people who took the role of a caregiver for his wife, Jean, who developed Alzheimer's disease. Clarence turned to Gulf Coast Jewish Family & Community Services and Neighborly Adult Day Center for help. Clarence became an integral part of the Dementia Caregiver's Support Group. New members of his support group were able to learn from him. He could give invaluable information on how to proceed to put your life back into some semblance of normalcy. He gave little shortcuts on how to get things done, he gave advice on how to handle different situations that came up daily. Clarence could give people information on different social services available to help-VA benefits and how to apply, Medicaid requirements and how to get help. Clarence continues to attend the support group, continues to search and distribute information on Alzheimer's, keeps phone lists of members of the support group so we can call to chat or ask for help. One of his favorite projects each year is to get volunteers from the caregivers support group to hold a garage sale in his daughter's home with the proceeds going to the Neighborly Adult Day Care Center. Even though Jean passed three years ago, he still goes to the facility where she'd been living to help the staff with social activities. As a pilot project, he was asked to speak to the Pinellas County Crisis Intervention Training provided to officers and corrections staff giving them a perspective on how to approach an Alzheimer's patient, how to communicate, and a glimpse of the patient's reality. Several years later, Clarence continues to share his knowledge and expertise with the Police Department. Clarence continues to give help to anyone who needs it. He has an amazing empathy, wisdom and a warm heart that extends to all. Because of Clarence, the support group has become a "family" who meets for breakfast between meetings, dinner, a trip to the movies, a ride when needed. We've all learned the true meaning of the word support. Through all this, he never ceases to keep smiling, tell a joke or give out a hug. He shares his journey, grief and his heart openly which provides comfort and support to those going through the same thing he has gone through. Clarence Faucett is truly an amazing man, loved by all, and is more than worthy of this recognition.
SAGES Theater Inc., (Senior Actors Guild & Education Services), is a local nonprofit organization whose mission is to present original “Plays with Purpose.” SAGES is comprised of a team of talented and dedicated volunteer senior actors whose high-quality productions serve as engaging and educational tools for raising awareness about issues faced by older adults. In order to reach the widest audience possible, their plays are free, open to the public, and presented in large, easily accessible public venues. By mixing comedy and drama, they effectively stir compassion and inspire advocacy and action. Their first play of this kind, Denying Gravity, focuses on preventing one of the greatest risks to the health and safety of seniors – Falls. The 73-year-old playwright wove laughter and tears into the story of Claire, an active and independent senior who takes a tumble, but resists making any changes in her life that could prevent it from happening again. The compelling story line not only serves to draw the audience into Claire’s drama, but it also inspires them to reflect upon their own behaviors and situations that put their own health and independence at risk. The play also suggests practical and realistic measures individuals can take in their own lives to prevent falls. Another benefit of these productions is they serve to promote social acceptance and community support for the professionals who respond to falls (EMS, Fire Rescue, Area Agencies on Aging, etc.). Statistics show that in those areas of Pinellas County where the play has been performed, there was a reduction in 911 calls requesting assistance for seniors who experienced a fall. In response to the COVID-19 crisis, SAGES had to cancel all of their scheduled live spring performances. Since everyone is being encouraged to stay home, and home is the #1 place where falls occur, SAGES decided to make the video of their play available to the public through their website. They are further enhancing the experience by providing senior independent living communities in Pinellas County with “Safe-at-Home DIY Fall Prevention Kits” that include the DVD of Denying Gravity and guidelines for viewing along with tips for fall prevention. (They are currently pursuing grants to do the same in neighboring counties.) SAGES’ found a creative way to utilize media to greatly increase the size of the audience who can receive their educational and empowering message, a message that is ultimately saving lives. SAGES should be recognized for their vision to create meaningful and accessible theatrical productions that encourage a positive aging experience by preventing the greatest risk to the independence of older adults - Falls.
Service to Seniors by an Organization Award
Highlands County Retired and Senior Volunteer Program, Sew You Care, Avon Park
Nominated by: Ingrasherese Gardner, NU-HOPE Elder Care Services, Inc, Sebring

Sew You Care Highlands RSVP is a group of Retired and Senior Volunteers who work with community volunteers to sew and donate face masks. This volunteer group of seamstresses located in Highlands County, Florida donate masks free of charge. Tireless volunteers contribute by sewing, washing, ironing, picking up / delivering cotton masks. Their goal is to get handmade masks into the hands of seniors and those who serve seniors including first responders (fire and rescue, law enforcement agencies), hospitals, doctors, nurses, healthcare workers, home health agencies, dialysis centers, assisted living facilities, transportation providers, and shelters. Any group or individual on the front lines of the pandemic providing essential services to seniors were provided complimentary ‘crisis masks’ (as defined by the Centers for Disease Control and Prevention). Between the end of March and June 4th, over 3,025 masks were delivered! Caring for seniors has left an impact on the entire community that we will never forget.
LGBTQ: Cultural Competency and Sensitivity with Diverse Older Adults  
Claude Pepper Room  
A multi-media presentation sharing a model for LGBTQ awareness in Senior Centers. This workshop will provide a Queer Narratives Collection covering partnerships to help with acceptance, inclusive services and welcoming programming.  
**PRESENTER:** Robert Rogers, Director of Community Outreach, Senior Friendship Centers, Sarasota, FL

Value-Based Care in Long-Term Services & Supports  
Carter Osterbind Room  
This workshop focuses on encouraging community-based organizations (CBOs) to foster stronger sustainability through value-based payments and contracting. The shift toward Value-Based Care (VBC) is one of the most important trends in healthcare, presenting both challenges and opportunities. Many Medicaid programs are adopting value-based payment models to reward value over volume. Holding providers or contracted entities accountable for both the cost and quality of care provided is a common focus of value-based purchasing, and states are increasingly focusing VBC efforts on long-term services and supports (LTSS). This workshop will explore how CBOs can enhance their value proposition to the healthcare delivery system and move towards a situation where the delivery of high value services can result in higher margins and positive impact on the financial sustainability of such LTSS providers.  
**PRESENTERS:** Josefina Carbonell, President, Florida Community Care, Miami, FL; David Rogers, Chief Operating Officer, Florida Community Care, Miami, FL; and Horacio Soberon-Ferrer, PhD, Chief Financial Officer, Florida Community Care, Miami, FL

Inspiring the Workforce: Aging Services as a Multi-generational Workplace  
Margaret Jacks Room  
What expectations and aspirations are held by young people entering the aging care workforce? What are businesses and organizations doing to attract and retain this new workforce? This interactive panel discussion will provide insights into these issues, share effective strategies for process improvements, and consider emerging career pathways for employees in the aging network.  
**PRESENTERS:** Denise Gammonley, PhD, LCSW, FGSA, Professor, School of Social Work, University of Central Florida, Orlando, FL; Andrew Molosky, MBA, FACHE, CHPCA, President/Chief Executive Officer, Chapters Health System, Temple Terrace, FL; Erin McLeod, President & Chief Executive Officer, Senior Friendship Centers, Inc., Sarasota, FL and Jared Jones, AICP-C, VHB, Tampa, FL

How to Become a Florida Senior Athlete and Live Life to the Fullest  
Sister Margaret Freeman Room  
The Florida Senior Games allows participants, age 50 and over, the opportunity to become a more fit and healthy person through athletic competition. Besides the fitness opportunity, senior athletes are able to spend time with others on the field of play and create a new social network and friends.  
**PRESENTER:** Nick Gandy, Communications Consultant, Florida Senior Games, Tallahassee, FL
Long Term Care coverage from sunshine health

CARE FOR THE WHOLE ME.

Health insurance benefits I need.

It’s all part of my plan.
Farm to Table to Intergenerational-Generational Connections  
**Bob Graham Room**
A collaborative project between older adults in a neighborhood lunch program and university students provided meaningful engagement between generations through gardening and event planning. This workshop presents accomplishments and tips for future implementation. Results from a pilot evaluation including participant satisfaction and student attitudes toward working with older adults will be shared.

**PRESENTERS:** Yun Ying (Susan) Zhong, PhD, Assistant Professor, Rosen College of Hospitality Management, Disability, Aging & Technology Cluster, Orlando, FL; Ron Landon, Senior's First Neighborhood Lunch Program, Orlando, FL; Kelsie Johnson, Arboretum, Orlando, FL and Denise Gammonley, PhD, Professor, College of Health Professions and Sciences, Disability, Aging & Technology Cluster, University of Central Florida, Orlando, FL

**3:15 PM - 3:30 PM** Break

**3:30 PM - 4:30 PM** Concurrent Workshops

**Comfort Connections: Supportive Programming to Enhance End of Life Care**  
**Carter Osterbind Room**
This presentation will review unique programming that can enhance the overall Hospice experience for patients and caregivers through increased education and customized support. Discussion will include specific areas in which patient and caregiver distress is particularly high, and targeted approaches to provide quality care to meet those needs and increase patient satisfaction and quality scores. An overview of implementation needs, including staff education and community involvement, will also be provided.

**PRESENTERS:** Rachel Wright, LCSW, Director of Staff Education and Patient Care Volunteers, Gulfside Healthcare Services, Land O’ Lakes, FL and Kirsty Churchill, Gulfside Healthcare Services, Land O’ Lakes, FL

**Neurocognitive Disorders**  
**Harold Riker Room**
This session will describe the different types of neurocognitive disorders affecting the population as they age. The different ways of diagnosing and treating these disorders are discussed in great detail.

**PRESENTER:** Heather Cappello, MD, Medical Director Long Term Care, Humana, Sarasota, FL

**Veterans - Challenges With Care and How We Can Help**  
**Margaret Jacks Room**
Understanding the health risks and psychosocial implications of veterans enables us to develop a plan for care that ensures the best possible outcome. Unique challenges of the veteran will be discussed, with considerations for providing support.

**PRESENTER:** Janet Ricklick, LifePath Hospice/Chapters Health System, Temple Terrace, FL

**Increase Awareness on Reporting Abuse, Neglect, Exploitation or Self Neglect**  
**Bob Graham Room**
When and how do you report suspected elder abuse? What can we do to educate ourselves about this issue? This workshop will increase awareness of who are mandatory reporters, and when to report abuse, neglect, exploitation or self-neglect to the Abuse Hotline. We will cover: how to make a report; what makes an elderly person eligible to be investigated for abuse, neglect, exploitation or self-neglect; and what happens once an investigation has been opened will be discussed.

**PRESENTER:** Adam Hogberg, Regional Program Supervisor, Florida Department of Children & Families/Adult Protective Services, Panama City, FL
Formal and Informal Caregiver Research Across the Continuum
Claude Pepper Room
Researchers from the Florida Policy Exchange Center on Aging at the University of South Florida will present research on formal and informal caregivers in settings across the long-term care continuum. The first study is a palliative care education in assisted living intervention for nurses who provide care for persons with dementia. The next study tested the feasibility of a brief music and mindfulness intervention in an assisted living community and adult day center for persons with dementia. The third study examined the association of complaints and staffing levels in a 2017 sample of 14,194 freestanding nursing homes, using federal data on nursing home complaints, quality, and characteristics.

PRESENTERS: Debra Dobbs, PhD, Associate Professor, Florida Policy Exchange Center on Aging, University of South Florida, Tampa, FL; Hongdao Meng, Florida Policy Exchange Center on Aging, University of South Florida, Tampa, FL; Soomi Lee, Florida Policy Exchange Center on Aging, University of South Florida, Tampa, FL and Lindsay Peterson, Florida Policy Exchange Center on Aging, University of South Florida, Tampa, FL

Florida Guardianships: What You Need to Know
Sister Margaret Freeman Room
Engage with a panel of guardianship experts, gaining knowledge and insight about Florida Guardianship Law, legal processes, oversight, and the current environment for guardians and persons served by guardianship. Learn about "silver collar crimes" in guardianships and how Clerk Inspectors can facilitate exploiters to be arrested, charged, and prosecuted as criminals. Recent cases involving misconduct will be discussed. Learn about the often difficult and complex but quality service being performed by the vast majority of public, professional, and family guardians for persons court-adjudicated as incapacitated. Participants will discover alternatives to guardianship, decision making for guardians, standards of practice for professional guardians, and reform efforts.

PRESENTERS: Anthony Palmieri, Deputy Inspector General and Chief Guardianship Investigator, Palm Beach County Clerk and Comptroller Division of Inspector General, West Palm Beach, FL and Karen Campbell, Esq., North Florida Office of Public Guardian, Tallahassee, FL

Wednesday, August 26

9:00 AM - 10:00 AM
Conference Plenary Session

Robert Blancato returns! He will kick off this session with his presentation that will highlight 15 key policy issues in 15 minutes!

Then we will welcome Cassandra Worthy, a dynamic speaker who will address the topic Mastery of Change and will discuss how we can use the anxiety of COVID-19 as an opportunity for positive change for yourself and/or your agency.

Welcome: Andrea Busada, Director, Broward County Elderly and Veterans Services, FASP President
Presentation: Robert Blancato, President, Matz, Blancato and Associates
Introduction of Keynote: Jaimie White, Regional President, Florida Medicaid & Long Term Supports and Services, Humana, FASP Board of Directors
Keynote: Cassandra Worthy, Founder & CEO, Change Enthusiasm Global

Session Sponsored by:

Florida Council on Aging 1955-2020
**10:00 AM - 10:15 AM**  Break

**10:15 AM - 11:00 AM**  Concurrent Workshops

**Zooming into Action! Senior Center Virtual Programming**  
**Sister Margaret Freeman Room**  
Transitioning to virtual programming unexpectedly presented many challenges for senior centers and their participants. This workshop will share how our senior center went from brick-n-mortar to virtual very quickly. We will explore the many considerations, challenges, and lessons learned along the way!  
**PRESENTER:** Hella Spellman, Program and Services Manager, Tallahassee Senior Services, Tallahassee, FL

**Paving the Path to Human Care Through COVID-19 and Beyond**  
**Carter Osterbind Room**  
Join us as we discuss how Humana’s Long-term Care program has shifted to prioritize a human approach to member/patient management, expanding access to care, benefits and resources that solve for health and social needs in the time of COVID-19 and beyond.  
**PRESENTERS:** David Mattioli, Director, Care Management, Humana; Betsy Dennis, Manager, Provider Contracting, Humana; and Cyrena Baugh, Community Management Lead, Humana
Age-Tech: Delivering Home Care in the Next Decade  
*Bob Graham Room*

Today, technology supporting and delivering home care is nothing like the technology of five years ago. In this Age-Tech discussion, our panel of experts will answer the hard questions on the challenges they have and foresee building new technologies, how a home care agency uses the current technology and is involved in the developmental evolution of the technology, and what they are doing to support the expansion of home care services to accommodate the aging population through the care delivery technology.

**PRESENTERS:** Alexis Nguyen, President, Assisting Hands Home Care, Tampa, FL; Todd Allen, AxisCare, Waco, TX; John Atkinson, AxisCare, Waco, TX and Phuong Nguyen, Moderator, Assisting Hands Home Care, Tampa, FL

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The Secret Sauce of PACE! Learn About this Unique Model of Care  
*Margaret Jacks Room*

The Program of All Inclusive Care for the Elderly (PACE) is a model of care that is generating enthusiasm because of the amazing outcomes! Learn what makes the model work and why it is growing across the state and nation.

**PRESENTER:** Matt Hudson, Executive Director, Florida PACE Providers Association, Ft. Myers, FL

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Intergenerational Insights to Advance Service to Older Adults  
*Claude Pepper Room*

There is growing interest in promoting intergenerational relationships and programming across Florida, but how? This session will present several collaborations that foster relationships between all generations. Get ready to be inspired - and also learn about how you and your organization can help make our communities better for people of all ages.

**PRESENTERS:** Caryn Nesmith, Special Assistant for Strategic Initiatives, University of South Florida St. Petersburg, St. Petersburg, FL; Mariah Hayden, Executive Director, New Life Village, Tampa, FL; Tamar Shovali, PhD, Assistant Professor, Human Development, Eckerd College, St. Petersburg, FL and Michelle Cyr, Associate State Director for Community Outreach, AARP Florida, St. Petersburg, FL

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Set the Stage to Successfully Engage Seniors: Turn Audiences into Advocates  
*Harold Riker Room*

What is the most effective way to educate large groups of older adults on life-changing topics and motivate them to embrace changes that can improve, or even save, their lives? It's a lecture, it's a PowerPoint, it's a well-designed hand-out... Noooo! It's LIVE THEATER! Meet SAGES, a nonprofit theater company comprised entirely of volunteers, that will demonstrate how shining a spotlight on true stories portrayed by senior actors on stage can powerfully and positively impact your aging community for the better. Don't miss this innovative workshop highlighting "Plays with Purpose" that audiences remember long after the final curtain!

**PRESENTERS:** Christine Hamacher, Vice President/Executive Director, Senior Actors Guild & Education Services Theater, Largo, FL and Kelly McGuire, Senior Actors Guild & Education Services Theater, Clearwater, FL

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11:00 AM - 11:15 AM   Break

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How to Take the Social Work Model to New Heights with High Tech  
*Bob Graham Room*

Older adults are especially prone to experiencing poorer health outcomes due to unmet social needs, making creative ways to address social determinants of health (SDOH) an industry priority. Social workers are ideally positioned to provide direct support and assistance for SDOH such as loneliness, food insecurity and limited access to transportation. When supported by the right technology, the social work model—managed care with social workers at the helm—is one of the most impactful ways to deliver care where it is most effective for each person, without incurring high operational costs for national payers. The implementation of 2020 Medicare Advantage benefits is on the horizon and will expand supplemental benefits such as adult care and caregiver support services. This session will explain the benefits of health-based technology and the social work model while also addressing the challenges and keys to implementation.

**PRESENTER:** Darren Buatti, Partner Engagement Manager, Best Buy Health, Novi, MI

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Senior Center Innovation in the Face of Crisis  
*Sister Margaret Freeman Room*

Senior Centers are critical lifelines to seniors in normal times. During a pandemic, they become even more important. During this session, we’ll discuss examples of amazing programs and services created and delivered by truly inspirational senior center personnel, all with the goal of helping their seniors get the nutrition and socialization that they need. We’ll also talk about some tools to help you get your own virtual offerings up and running now or in the future.

**PRESENTER:** Jeff Rothberg, Director of Sales, MySeniorCenter, Sacramento, CA

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Seniors and Exercise  
*Margaret Jacks Room*

Florida statistics from America’s Health Rankings show that 32 percent of seniors (ages 65 and older) are sedentary, and 25 percent are obese. Nationally, only 9.9 percent of seniors over 75 are meeting exercise guidelines. Increasing physical activity has been shown to reduce mortality rates and prevent or reverse many chronic diseases. When a walking program, Let’s Walk Florida!, was piloted in Pasco County, it was the seniors who were the most engaged in the program. During this presentation, learn how this program got the seniors motivated and involved in physical activity.

**PRESENTER:** Shari Bresin, MNM, Family and Consumer Sciences Agent, University of Florida/Pasco County Extension, Dade City, FL

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Collective Impact: Community Collaborations Across the Aging Network that Advance the Health of Older Adults  
*Carter Osterbind Room*

Learn about novel collaborations between age-friendly communities and local health departments to advance the health of older adults in your community. Identify how to align new partners and sectors to benefit the health of older adults.

**PRESENTERS:** Marie Regan, Planner and Coordinator of Age-Friendly Longwood, City of Longwood, Longwood, FL; Donna Walsh, Health Officer, Florida Department of Health Seminole County, Sanford, FL; Isabel Rovira, Co-Founder and COO, Urban Health Partnerships, Lead of Miami-Dade AgeFriendly Initiative, Miami, FL; Karen Weller, Florida Department of Health Miami Dade County, Miami, FL and Kathy Black, PhD, AARP Florida Age-Friendly Communities Liaison, Sarasota, FL
Everyone deserves quality health care.

UnitedHealthcare Health & Home Connection is a coordinated care management program for people who are eligible for Florida long term care (LTC). Our mission is to help people live independently in a safe environment.

We are proud to support the 2020 Florida Conference on Aging.
Broward County’s Dismantling Racism Initiative  
**Harold Riker Room**

Broward County’s Dismantling Racism Initiative (DRI) is an unprecedented cross-agency and community-wide commitment to interrupt the ways institutional racism negatively impacts people we intend to serve. DRI provides crucial racial equity education to County staff and partner agencies, moving participants from a focus on personal bigotry and bias, to a clear understanding of how racism is embedded in institutions and structures and therefore how and why they produce unjust and inequitable outcomes. The education provides a common language and analysis of racism in the context of the United States, enabling participants to identify and then work to dismantle it. DRI was established in the Human Services Department in August 2016 and has expanded to a County-wide Initiative. DRI is vital to the work we do every day because institutional and structural racism negatively impact an individual’s outcomes and life chances: a person’s race is a primary indicator and predictor of health, social, education, criminal justice, and other outcomes.  
**PRESENTER:** Suzanne C. Bundy, MA, Human Services Administrator, Office of Equity and Community Investment, Ft. Lauderdale, FL

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12:00 PM - 1:00 PM  Break

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1:00 PM - 1:45 PM  Concurrent Workshops

**Connected Health: Voice Technology in Remote Patient Monitoring**  
**Margaret Jacks Room**

See how Artificial Intelligence (AI) powered voice-tech can deliver HIPAA compliant solutions, reduce readmissions and know that clients are discharged, but not disconnected from 24/7 care. Depression is a social determinant of health that increases emergency room visits by 400%. Participate in this session to see how voice tech increases safety and reduces isolation and depression.  
**PRESENTERS:** Mark Gray, President and Chief Technical Officer, Constant Companion, Sarasota, FL and Monica Stynchula, REUNIONCare, St. Petersburg, FL

**Programming Trends - What’s Working? What’s Changing?**  
**Sister Margaret Freeman Room**

Discussion of strategies for reaching the various populations being served - Boomers, Gen X, etc. Consideration of "Hot" programs across the state and community partnerships.  
**PRESENTER:** Sue Richerson, Program Manager, St. Johns County Council on Aging, St. Augustine, FL

**Assessing and Planning for the Impact of COVID on the State Budget and the 2021 Legislative Session**  
**Harold Riker Room**

This workshop will present a detailed overview of the impact the Coronavirus pandemic has had on State General Revenue collections and will discuss possible scenarios for the 2021 Legislative Session and how aging programs and services may be affected.  
**PRESENTER:** Robert Beck, Partner, PinPoint Results, LLC, Tallahassee, FL
Combating Social Isolation and Staying Connected

Claude Pepper Room

The outbreak of COVID-19 will have a long-term and profound impact on older adults’ health and well-being. Social isolation and loneliness are likely to be one of the most affected health outcomes. Both are major risk factors that have been linked with poor physical and mental health status. Florida’s AAAs and their partner agencies have mobilized to create new programs to address social isolation. Two Area Agencies on Aging and their partners will present on how they and their provider agencies pivoted to implement telephone reassurance, telehealth, and brain buster goody bag distributions to encourage and maintain social connections. Highlights of the groundbreaking work that other AAAs and their partners are doing will be included.

PRESENTERS: Kristin Griffis, President/CEO, Elder Options, Gainesville, FL; Kerry Kimball Marsalek, Aging Services Manager, Office on Aging, City of Clearwater, Clearwater, FL; Kristina Jalazo, Director, Elder Services, Gulf Coast Jewish Family & Community Services, Clearwater, FL and Ann Marie Winter, Executive Director, Area Agency on Aging of Pasco-Pinellas, Inc., St. Petersburg, FL

Adaptation, Outreach and Collaboration Opportunities Under COVID-19

Bob Graham Room

Under COVID-19 in Florida, how we provide senior services and conduct outreach to a vulnerable high-risk population has transformed significantly. Assumptions of the limitations of engaging via virtual platforms vs. face to face have been reassessed. New collaborations have sprouted among non-traditional community partners and new innovative programs have been created to provide vital service support and emotional support to a population that has increasingly felt isolated due to the health crisis, risk factors and lack of reliable and trusted information.

PRESENTERS: Victoria Funes, Moderator, Associate State Director, AARP Florida, Miami, FL; Ingrid Collins, Associate State Director of Community Outreach Central Florida, AARP Florida, Orlando, FL and Lisa Bretz, MSW, Executive Director, Advantage Aging Solutions, Tallahassee, FL

1:45 PM - 2:00 PM  Break

2:00 PM - 2:15 PM  Humana/FASP AWARDS

The Humana Best Direct Service Employee of the Year Award acknowledges an employee who makes a difference in the lives of seniors individually or through a unit, group, agency or organization.

The Humana Senior Volunteer of the Year Award acknowledges the accomplishments of a Senior Volunteer who serves clients. Due to the generosity of Humana, Award winners will receive $500 for themselves and $500 for their agency.

Presentation of the Humana/FASP Awards: Jaimie White, Regional President, Florida Medicaid & Long Term Supports and Services, Humana, FASP Board of Directors

Session Sponsored by: Humana
Humana/FASP Senior Volunteer of the Year
Denise Hegener, Indian River County

Nominated by: Kate Broomell, Volunteer Manager at the Senior Resource Association

For over 11 years, Denise has been a dedicated volunteer with Meals on Wheels of Indian River County. No matter what hurdle or situation comes up, we can always count on Denise to be there for our organization and clients. Right now, especially, it is so important that we continue providing services to the vulnerable senior population, and while many volunteers have taken a step back at this time, Denise has never skipped a beat. She has ensured that she takes every precaution to stay safe and healthy, so she can continue to help keep our clients healthy and fed. Every week, Denise makes time to personally deliver over 175 meals to homebound seniors throughout Indian River County. We know that whenever we need help, Denise will always step up for SRA. She is indispensable to us! Denise is a perfect example of how a Meals on Wheels volunteer can become like family to our clients. Over the years, she has developed personal relationships with each and every senior on her routes. She knows their needs and the needs of their families. Denise has been known to go out of her way to provide special treats to the clients on her route. She is always asking if there is anything that they may need and communicates to the staff when a client has special requests. Our clients and our organization are grateful for her genuine compassion and service to the community. Denise is a dedicated advocate of our mission and an invaluable ambassador for our program.

Humana/FASP Best Direct Service Employee of the Year
Belkys Poueriet, Hillsborough County

Nominated by: Mary Jo McKay, Manager, Hillsborough County Department of Aging Services

When Belkys Poueriet walked into the Lutz Senior Center in Hillsborough County to assume the position of Activity Specialist four years ago, she said, “I’m positive I can get more people to attend. I will get to know the community, establish more partnerships, and use my Spanish speaking skills to attract more Spanish speaking seniors.” She did as she promised, she filled the center’s monthly activity calendar with educational presentations from community partners, she arranged for all programs to be facilitated in Spanish and English, recruited bilingual volunteers, implemented a host of new programs and activities, and the rest was history. Now, with Belkys’ assistance, the Lutz Senior Center has submitted all required documents for national accreditation through the National Institute for Senior Centers. Because of Belkys, seniors in the Lutz area look forward to their congregate meals, partying with their friends, exercising, and hanging out with Belkys. Belkys has proven to be a valuable asset to the entire community. Belkys’ supervisor is often greeted, with customer compliments regarding Belkys customer service. “Belkys makes us so happy”, “please don’t ever move her to another center”, “I come every day because I don’t want to miss anything Belkys has planned”, “she makes every day special”, “she cares about every one”, “this place is beautiful” are the compliments about Belkys. Her energy is infectious! One senior said, “I feel better when she’s around”.

2:15 PM - 3:00 PM  Concurrent Workshops

**EVV – Ready, Set, Go! Part II**
*Margaret Jacks Room*

Sunshine Health will present Part II of a key state and federal initiative, Electronic Visit Verification (EVV). January 1, 2020, began the first year of go-live for the federal CMS mandate. The health plan will seek to provide education, knowledge, tools, program updates, and answer questions from providers based on this phase of the new program implementation. Sunshine’s goal is to equip participants to be successful with meeting new program requirements and guidelines.

**PRESENTERS:** Faith Tarver, MA, LMHC, Vice President, Long Term Care and Product Development, Sunshine Health, Tampa, FL and Shera Campbell, Sunshine Health, Sunrise, FL

**Guardianship: What Is It; How and When It Can Be Avoided**
*Bob Graham Room*

The session will provide an overview of guardianship law in Florida as it applies to persons with and without disabilities. The process followed to establish a guardianship, along with all the "moving parts", key players and when and why guardianships are necessary. The presentation will then transition to alternatives to guardianship and include an explanation of different advanced directives (health care surrogate, durable powers of attorney, living wills and revocable trusts).

The session will share with the audience what guardianships are and why they are necessary. There are protections for the ward, however, and there are also steps that might be taken to minimize or remove the need for guardianship.

**PRESENTER:** Marilyn (Lynn) Belo, Owner, Law Office of Marilyn C. Belo, Gainesville, FL

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Restaurant Initiative - How to Create a Win-Win for a Community
Carter Osterbind Room

This workshop will focus on how Florida's restaurant initiative has offered seniors seeking meals a higher quality of food and more choices, while at the same time supporting local businesses during a challenging economic time. The restaurant initiative started small and quickly scaled up due to the strong need in the community during the COVID-19 crisis. The initiative has not only supported local restaurants economically, but has had a cascading effect and helped employees, family members, supply chain vendors, and others. The program has received rave reviews from seniors. It has been so successful, that the Broward County Government also decided to invest in it to ensure seniors are able to continue to safely shelter in place during the COVID-19 pandemic and receive delicious, healthy food.

**PRESENTERS:** Charlotte Mather-Taylor, Executive Director, Area Agency on Aging of Broward County, Sunrise, FL and Andrea Busada, Director, Broward County Elderly and Veterans Services, Oakland Park, FL

3:00 PM - 3:15 PM  Break

3:15 PM - 4:00 PM  Concurrent Workshops

Innovative Mobility Resources: Florida Find A Ride
Sister Margaret Freeman Room

This session will highlight partnerships with FDOT's Safe Mobility for Life Program and Coalition. We will present three keys to maintaining safe mobility: 1) understand, 2) be proactive and 3) plan. Critical roles for service providers will be described with a focus on resources such as FindaRideFlorida.org, an innovative technology-based tool for older adults, families and aging service providers to identify transportation options.

**PRESENTERS:** Sandra M. Winter, PhD, OTR/L, Research Assistant Scientist, University of Florida, Gainesville, FL; Gail Holley, Florida Department of Transportation, State Traffic Engineering and Operations Office, Tallahassee, FL and Mary Jeghers, MS, OTR/L, DRS, Doctoral Student in Rehabilitation Science, University of Florida, Gainesville, FL

3 Keys to Thriving After 65 – an Interactive Drumming Experience!
Carter Osterbind Room

Even though you might not consider yourself musically inclined, you have rhythm. Humans (like most things in nature) thrive on patterns to survive – circadian rhythms, calendars, behavior patterns. Rhythm can do much more than simply motivate us; it can help us connect more deeply with ourselves and others. Research has shown that senior populations participating in group rhythmic activities can improve focus, decrease stress, and even combat social isolation. Our presenter also shares what she learned about rhythm during her research in West Africa. In this experiential presentation using rhythm, you will: explore three ways rhythm can help senior populations thrive – even in a virtual environment; learn how rhythm has been clinically shown to improve brain function; and experience rhythm’s role in stress management and self-care, among both seniors and caregivers alike. Come and discover for yourself how rhythm can enhance wellness and create connections!

**PRESENTER:** Alisha Ross Ramcharitar, MA, Founder, Just Add Rhythm, LLC, Fleming Island, FL
Medication Therapy Management: A Medicare Part D Service

**Harold Riker Room**

Medication Therapy Management is a required program for Medicare insurance providers of Part D medication. The qualifying criteria are number of medications, certain disease states and drug spending amount. The key is to conduct a live interview with Medicare recipients to create a personalized medication list and identify medication-related problems for referral back to the prescribing authority. The University of Florida College of Pharmacy has been providing this service since 2010 for thousands of individuals.

**PRESENTER:** David M. Angaran, CEO, Communication Prescription, LLC, Gainesville, FL

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What Happened? A Recap of the 2020 Florida Legislative Session

**Bob Graham Room**

Join AARP Florida to learn about the deals reached and measures that fell short during the 2020 Legislative Session, and what’s in store for 2021. This workshop will provide a background on key legislative, budgetary and public policy issues including health care, long term care, utilities and consumer protections that are of interest to Floridians 50+.

**PRESENTERS:** Zayne Smith, Associate State Director, AARP Florida, St. Petersburg, FL and Dorene Barker, Associate State Director of Advocacy, AARP Florida, Tallahassee, FL
How to Avoid Investment Fraud & Protect Against COVID-19 Investment Scams
Margaret Jacks Room

Seniors are often the target of fraud. However, with some basic understanding of how scam artists work, you can avoid fraud and protect your hard-earned money. Presenters will review some common fraud tactics against older adults, as well as, COVID 19 fraud and scams. Join this session to learn how to identify 'red flags' of fraud; who the SEC is and how they protect consumers and how to protect yourself and other against COVID 19 investment scams.


4:15 PM - 4:30PM  Closing Session

Thank you for participating in the inaugural Virtual Florida Conference on Aging.

Join us for a brief advocacy message with Dr. Huysman and Dr. Cauffield will share her vision for FCOA 2021!

Advocacy Message: Jamie Huysman, PhD, VP, Provider Relations, WellMed Medical Management of Florida, FCOA Trustee

Closing Presentation: Christine Cauffield, PhD, CEO, LSF Health Systems, FCOA President
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